

5 August 1983

NOTE FOR: DDS&T  
FROM: [REDACTED]  
Planning Division, PRS  
SUBJECT: Survey of ODP Support to DDS&T

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#### PURPOSE AND METHOD

I have been directed to explore the relationship between the offices within DDS&T and the Office of Data Processing (ODP) and to make recommendations on improving the effectiveness of these interactions.

Information was gathered by a survey of the S&T Automatic Data Processing Control Officers (ADP/CO) within each office and by meeting with [REDACTED] Chief, Management Staff, ODP.

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The ADP/CO was asked to report the type of support (applications software development, VM usage, etc.) and the quality of support that office received from ODP. Complaints and recommendations were equally solicited.

After preliminary discussions with each ADP/CO, I met with [REDACTED] to discuss S&T-to-ODP interaction, ODP complaints concerning S&T and recommendations on any related matter. We also discussed the ADP/CO system which [REDACTED] heads as the ODP focal point.

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A summary of the data will be presented next, followed by conclusions and recommendations to both the DDS&T and ODP.

#### SUMMARY OF ADP/CO SURVEY

##### CUSTOMER SERVICE

The opinion of all office ADP/COs is that they are satisfied with the overall support received from ODP. Excellent cooperation by ODP personnel was cited by every office. The highest praise was given to the Customer Service Staff for responsive service.

##### VM

The VM system and ODP terminals are used by all six S&T offices. Satisfaction with VM was high in all offices, both with interactive and batch operations. Some ignorance of what was available on VM and a few minor delays in receiving user passwords was expressed.

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## COMPUTER TERMINAL LOGISTICS

The major complaint surfaced in this survey was concerning installation and relocation of ODP supported equipment. Waiting time was measured in many months. OTS cited a recent improvement from as long as 11 months down to an average of three months.

### MANPOWER

Insufficient manpower within ODP was cited as a problem by ORD, OSO, FBIS, and ODE.

Because of insufficient manpower within ODP, ORD is providing people to help run the [ ] which STAT  
ORD feels should be turned over fully to ODP. ODP already supplies the computer manager and one operator, as well as supply and maintenance support. ODP requires an additional four positions before it can assume responsibility for the Center.

### APPLICATIONS SOFTWARE

ODP applications software support was given mixed reviews. OTS was satisfied with this support and the quality of the product. FBIS has problems with at least two of its programs. One program, the Distribution List System, is inadequate to support operations, and modifications will have to be worked. The [ ] system requires modification to GIMS but the STAT  
manpower limitations cited previously prohibit work on this lower priority task.

One component within OSO has had a problem in obtaining software development support. Although necessary within OSO, these projects were assigned a low priority within O/DDS&T, resulting in ODP assigning a programmer to these requirements who already was working on other tasks.

### GENERAL

Throughout the survey it was apparent that heavy users of ODP reported excellent service. Those not used to dealing with ODP find it difficult to track their requirements once inside of ODP. Similarly, those who do not speak "computerese" report difficulty communicating with ODP personnel and understanding technical notes.

The establishment of a Customer Account Representative within ODP was favorably viewed by the ADP/COs.

## SUMMARY OF DISCUSSIONS WITH C/MS/ODP

## GENERAL

The DDS&T and ODP have drifted apart during the last 15 years, to the point that ODP is doing no systems development work for S&T. That does not bother ODP. There is plenty of work to go around.

ODP approaches their duties as a service organization; if they are asked to do something, they will, within the limitations of their resources. In order to properly support, they need to receive a realistic request with reasonable time to respond. Also required is a reasonable estimate of the support required. DDS&T does a poor job of forecasting ADP resource requirements (see attachments). This inability to forecast is no worse than any other directorate but it is still not good.

ODP is studying a possible internal reorganization which may address the problem of requirements traceability.

ODP feels that many times it takes the blame for delays caused by other organizations (i.e., Office of Communications or GSA).

## ADP CONTROL OFFICER

ODP likes dealing through a Control Officer. They would prefer that person to have an ADP background and be at or around the GS-15 level. ODP has established an ADP Control Officer Bulletin (see attachment) which enumerates the duties of the ADP/CO. Other than this bulletin, ODP does not routinely communicate with the COs.

## CONCLUSIONS AND RECOMMENDATIONS

## CONCLUSIONS

1. DDS&T receives adequate overall support from ODP. Minor adjustments in the way S&T and ODP communicate will ensure that this will continue.
2. ODP does not adequately staff against the DDS&T requirements to provide the level of support required in the applications programming area.
3. The function of ADP/CO is not uniformly administered with the S&T offices.
4. The S&T offices do not involve ODP early enough in planning for moves.

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## RECOMMENDATIONS TO OFFICE OF DATA PROCESSING

1. Increase the ODP manpower resources targeted against DDS&T requirements in the application programming area.

2. ODP should assume complete responsibility for staffing the  Details of phasing out ORD support to that center should be worked by ORD and ODP.

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3. Working with DDS&T, develop a more accurate way to estimate ADP resource utilization projections.

4. Establish more frequent interaction between ODP and the S&T ADP/COs. A Customer Service Representative for DDS&T within ODP should head this effort. This should consist of meetings individually or as a group to discuss problems, give higher visibility to tasks in work, and feed back a regular status update on these tasks. ODP should provide the CO with estimated delays in installation of equipment and keep them up to date on developments within ODP. This would include a familiarization with the ODP organization and division of responsibilities as well as a follow-up in the case of any reorganization within ODP.

5. Develop a non-technical version of users' notes or technical manuals.

## RECOMMENDATIONS TO DDS&amp;T

1. Request that ODP increase manpower assigned to DDS&T tasks.

2. Work with ODP in turning over the  to them.

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3. Direct the Offices to review the duties and responsibilities of the ADP/CO and assign an appropriate individual. The ADP/CO should have some visibility into office planning. If the ADP/CO is going to delegate responsibility to a subordinate, that subordinate should be known to ODP and be competent to carry out the duties of the CO both within the Office and during interactions with ODP.

4. Direct the offices to work with ODP to develop a more accurate method of estimating ADP resource use.

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